

Health Related Boards

Director - Office of Investigations

Tennessee Department of Health, Division of Health Licensure and Regulation

Salary Range: \$4,327 - \$7,787

The Tennessee Department of Health (TDH) Division of Health Licensure and Regulation (DHLR) is seeking a Director for its Office of Investigations for the Health Related Boards. This executive service position reports directly to the Assistant Commissioner for the Division. The position provides leadership and management to an office of 35 staff members, including 24 investigators. The office receives approximately 2800-3000 complaints against health professionals annually on behalf of 34 health related boards, councils, and committees.

Description:

The Director of the Office of Investigations is responsible for management, administration, and rigorous investigation to enforce laws regulating the practice and conduct of healthcare professionals and those engaged in the healing arts licensed by the Tennessee Department of Health.

Primary responsibilities:

1. Provide leadership and management of a staff of 35 to ensure customer-focused operation of the office.
2. Provide leadership and guidance to a staff of 24 clinically-trained investigators to ensure thorough investigation of allegations of professional misconduct or violations of law, including but not limited to the collection of evidence, interviewing of witnesses, examining records in order to inform further investigation or identify links in information, unusual patterns or practice that may be valuable in the evaluation of a case. Additionally, oversee the timely inspection of pain management clinics across the state.
3. Responsible for supervision, performance evaluation, and performance coaching for 5 or more direct reports.
4. Continuous improvement and analysis of the effectiveness of field investigative work to ensure we are achieving maximum results within resources.
5. Appropriately prioritize and manage complaint caseloads while balancing departmental initiatives and the demands of 34 health related boards.
6. Work collaboratively with the Office of General Counsel to identify complaint/case issues and evidence needed, based on analysis of allegations of violations of the law and all other relevant information that may be available or obtainable.
7. Manage all aspects of coordination of board consultants to review complaints.

8. Develop and maintain a coordinated schedule for complaint/case review in consultation with board consultants, staff coordinators, and attorneys.
9. Ensure all complaint files and records are maintained in a manner to protect the confidentiality of respondents and complainants, pursuant to Tennessee Code Annotated § 63-1-117.
10. Ensure rigorous training and high standards of professionalism are applied in all aspects of the investigative work of the office.
11. Interface with law enforcement, prosecutorial officials, and other stakeholders in an effort to build a network of mutual trust and respect to further the Health Related Boards' ability to ensure only qualified health practitioners are permitted to provide care in Tennessee.
12. Provide continuous monitoring and reporting of productivity regarding complaints and disciplinary actions to TDH leadership and each health related board.
13. Monitor licensee compliance with the terms of Board Orders.
14. Serve as liaison with the National Practitioner Data Bank and other recognized repositories of adverse actions regarding licensed practitioners.
15. Accountable for all communication and responses to and from the Office of Investigations.

Qualifications:

Juris Doctorate and Tennessee law license, in good standing, preferred
(If an attorney, 5+ years litigation experience a plus, particularly prosecutorial work.)

Required - Graduate of an accredited college or university with a Master's degree or higher; demonstrable experience in healthcare compliance, criminal/fraud investigations, or other related fields; and a minimum of five years' experience in a leadership role with responsibility for supervision of employees.

Interested applicants should submit a resume and cover letter to:

Vanessia London, Human Resource Analyst 3
Tennessee Department of Health
Division of Health Licensure and Regulation
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